

# EAC - Fixing a New Person Form (Citizen)

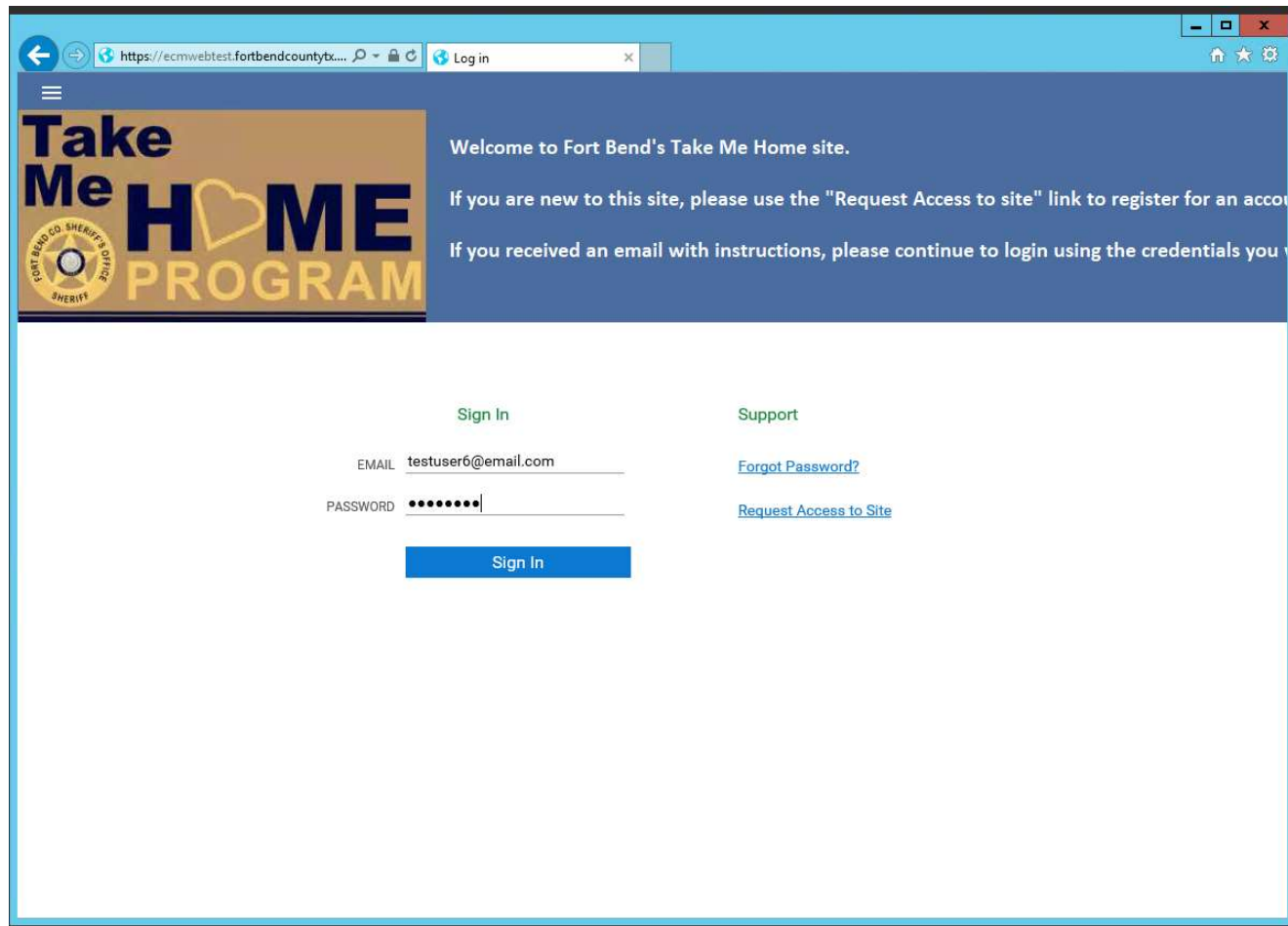
Purpose: Resolving issues with a new TMH Form that was reviewed and rejected by the Sheriff's Office.

Role: Citizen

Client: External Access Client (EAC)

Process:

1. You will have received an email stating there is a form awaiting your attention.
2. Using credentials, email and password, user will login to portal: <https://takemehome.fortbendcountytexas.gov/>



The screenshot shows a web browser window with the URL <https://ecmwebtest.fortbendcountytexas.gov/>. The page features a blue header with a hamburger menu icon on the left. Below the menu is a large graphic with the text "Take Me HOME PROGRAM" and a Fort Bend County Sheriff's Office star logo. To the right of the graphic, the text reads: "Welcome to Fort Bend's Take Me Home site. If you are new to this site, please use the 'Request Access to site' link to register for an account. If you received an email with instructions, please continue to login using the credentials you were provided." Below this, there are two columns of links: "Sign In" and "Support" in the top row, and "Forgot Password?" and "Request Access to Site" in the bottom row. In the center, there is a login form with fields for "EMAIL" (containing "testuser6@email.com") and "PASSWORD" (containing masked characters "••••••••"). A blue "Sign In" button is positioned below the password field.

3. Scroll to the section titled: "New Registrations Requiring Your Attention". You should see a record here:

The screenshot shows a web browser window with the URL <https://ecmwebtest.fortbendcountytx.gov/TakeMeHome/AgencyTabViewer.aspx?lay>. The page features a header with the "Take Me HOME PROGRAM" logo and a welcome message: "Welcome to Fort Bend's Take Me Home site. If you are new to this site, please use the 'Request Access to site' link to register for an account. If you received an email with instructions, please continue to login using the credentials you were given." Below the header, a section titled "New Registrations Requiring Your Attention" is highlighted with a red box. This section contains the following text: "Here you will find any forms you have submitted that have been sent back for your review and potential changes. This includes missing or incorrect information and/or missing or unapproved photos.. Please double click on the item in this list where you see the instructions. This will open the form in question." Below this text, there is a list of items. The first item is "New forms awaiting attention..." with a link to "INSTRUCTIONS". The second item is "Contains..." with a red box highlighting the text "PHOTO IS UNCLEAR, PLEASE UPDATE." and "PLEASE ADD AT LEAST ONE CONTACT". The page also shows a "Take Me Home" button and a "Items: 1" indicator.

4. Double-click on the item that needs to be addressed. The example above says: "PHOTO IS UNCLEAR, PLEASE UPDATE".

5. The following window will open:

https://ecmwebtest.fortbendcountytx.gov/TakeMeHome/Workflow/WorkflowMain.aspx

**OnBase**

← [Icons] [Filter]

LIFE CYCLE VIEW WORK FOLDER

No items to display

Items: 0 Template: None

**Inbox**

INSTRUCTIONS

Contains...

PHOTO IS UNCLEAR, PLEASE UPDATE.

Items: 1

Form Updates Complete

## Take Me Home – New Person Registration

**Save**

**Instructions**

PHOTO IS UNCLEAR, PLEASE UPDATE.

☐ Confirm Instructions (I have read the above and completed the task)\*

**Basic Information**

**Last Name: \*** SMITH **First Name: \*** JOHN

Please list any nickname(s) that your loved one responds to or likes to be called: SCOOBY

**Home Address: \*** 4353 1ST STREET

**City: \*** SUGAR LAND **State: \*** TX

**Date of Birth: \*** **Age \*** **Gender: \***

0 Note(s)

6. Carefully read the instructions as it will explain what to do. Here are some examples:

- Photo is not clear or does not meet standards outlined on the form.
- Missing information
- Incorrect information
- Information provided is too vague.

7. For replacing the photo, scroll down to the photo attachment section, then click Attach. This will prompt to browse to a file, as shown in the Navigation instructions.

SO - Take Me Home Form - 10/5/2020 - SMITH - JOHN - 1/1/1950 - Internet Explorer

https://ecmwebtest.fortbendcountytx.gov/TakeMeHome/Workflow/WorkflowMain.aspx

**OnBase**

←

LIFE CYCLE VIEW WORK FOLDER

No items to display

Items: 0

Template: None

**Inbox**

INSTRUCTIONS

Contains...

PHOTO IS UNCLEAR, PLEASE UPDATE.

Items: 1

Form Updates Complete

PRIMARY	SMITH	MARY		4353 1ST STREET	SUGAR LAND	TX	77498	832-535-24
SECONDARY	SMITH	BETH		53244 SECOND ST	SUGAR LAND	TX	77498	832-453-34

**What Does Your Loved One Look Like?**

Please attach a recent photograph of your loved one. Sheriff's Office personnel will utilize the photograph and the information provided above to locate your loved one, if the need arises.

The photograph should have the following attributes:

- Photos should be passport quality
- Front facing picture
- Clearly visible eyes
- Images only (.jpg & .gif)
- 2MB or smaller file size recommended

**Photo Attachment (1)**

**Document Name**

: Attached document has been deleted (Document ID: 1029028).

**Available Attachment Types**

Take Me Home Photo

**Attach**

\* This field has required attachments.

**Current User's Name**

TESTUSER4@EMAIL.COM

**TMH - Primary Contact Email**

TESTUSER4@EMAIL.COM

Activate  
Go to Settings

0 Note(s)

8. When complete, scroll back to the top, ensure you are complete, then check the Confirm checkbox, then click Save.

SO - Take Me Home Form - 10/5/2020 - SMITH - JOHN - 1/1/1950 - Internet Explorer

https://ecmwebtest.fortbendcountytexas.gov/TakeMeHome/Workflow/WorkflowMain.aspx

**OnBase**

←

LIFE CYCLE VIEW WORK FOLDER

No items to display

Items: 0

Template: None

**Inbox**

INSTRUCTIONS

Contains...

PHOTO IS UNCLEAR, PLEASE UPDATE.

Items: 1

Form Updates Complete

## Take Me Home – New Person Registration

**Save**

**Instructions**

PHOTO IS UNCLEAR, PLEASE UPDATE.

☐ Confirm Instructions (I have read the above and completed the task) \*

**Basic Information**

Last Name: \* First Name: \*

9. Now click the button in the middle of the screen called: "Form Updates Complete":

SO - Take Me Home Form - 10/5

https://ecmwebtest.fortbendcountytx.gov/TakeMeHome/Workflow/WorkflowMain.aspx

OnBase

LIFE CYCLE VIEW WORK FOLDER

No items to display

Items: 0

Template: None

Inbox

INSTRUCTIONS

Contains...

PHOTO IS UNCLEAR, PLEASE UPDATE.

Items: 1

Form Updates Complete

## Take Me Home – New Person Registration

Save

Instructions

PHOTO IS UNCLEAR, PLEASE UPDATE.

☐ Confirm Instructions (I have read the above and completed the task)\*

Basic Information

10. If you receive the following message after clicking this button, you might have forgot to check the box or click Save.

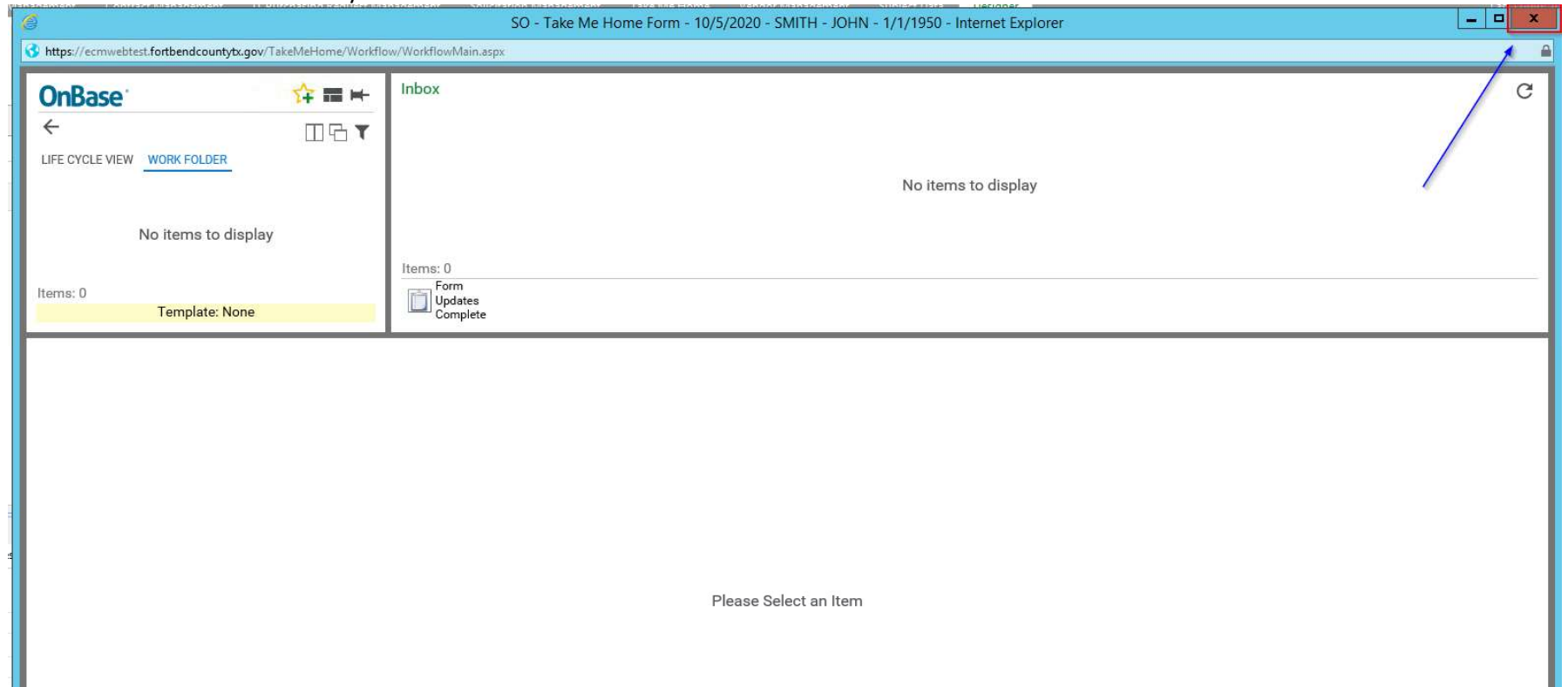
Inbox  
User Interaction

**Please ensure you carefully read the instructions at the top of the form, complete the request, then check the box to confirm.**

OK

11. Go back and try that, then click the button again.

12. You can close the window when you are done.



13. You are done!